

# Service Bulletin

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# MAZDA

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|                                    |                                |
|------------------------------------|--------------------------------|
| <b>Subject:</b><br><br>SHIFT SHOCK | <b>Bulletin No:</b> 05-004/12  |
|                                    | <b>Last Issued:</b> 11/01/2012 |

## BULLETIN NOTE

- This bulletin supersedes the previous bulletin 05-004/12 issued on 08/08/12. The APPLICABLE MODEL(S)/VINS have been revised.
- Changes are noted below in Red beside the change bar.

## APPLICABLE MODEL(S)/VINS

2012-2013 Mazda3 (SKYACTIV-G and A/T) with VINs lower than JM1BL\*\*\*\*\*702072 (produced before July 25, 2012)

2013 CX-5 (A/T) with VINs lower than JM3KE\*\*\*\*\*139311 (produced before July 25, 2012)

## DESCRIPTION

Some vehicles may experience an excessive shift shock at one or more of the following conditions:

- When shifting from P to R position or N to R position.
- When the transmission shifts immediately after starting to move (in D position).
- When the transmission shifts at cruising speed (in D position).

The initial learning may not have been completed at the time of vehicle production. To correct the problem, one or more learning procedures may need to be performed.

Customers having this concern should have their vehicle repaired using the following repair procedure.

## REPAIR PROCEDURE

1. Verify customer concern.
2. Follow the Diagnosis Flowchart on the following page and perform the N-R and/or Slip Learning Procedure.
3. Verify repair.

### N-R Learning Procedure

1. Verify the ATF temperature reached 60°C (140°F) or over.
2. Shift the selector lever from N to R position and wait for 5 seconds
3. Shift the selector lever from R to N position and wait for 5 seconds
4. Repeat steps 2 to 3 ten times.

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**CONSUMER NOTICE:** The information and instructions in this bulletin are intended for use by skilled technicians. Mazda technicians utilize the proper tools/equipment and take training to correctly and safely maintain Mazda vehicles. These instructions should not be performed by "do-it-yourselfers." Customers should not assume this bulletin applies to their vehicle or that their vehicle will develop the described concern. To determine if the information applies, customers should contact their nearest authorized Mazda dealership. Mazda North American Operations reserves the right to alter the specifications and contents of this bulletin without obligation or advance notice. All rights reserved. No part of this bulletin may be reproduced in any form or by any means, electronic or mechanical—including photocopying and recording and the use of any kind of information storage and retrieval system—without permission in writing.

### Slip Learning Procedure

1. Verify the ATF temperature reached 20°C (68°F) or over (\*1).
2. Drive the vehicle until upshifting from 1st to 2nd gear occurs at each of the following accelerator pedal position (APP) percentages: 20%, 40%, 60%. Monitor the APP PID using M-MDS and come to a complete stop before moving to the next one.

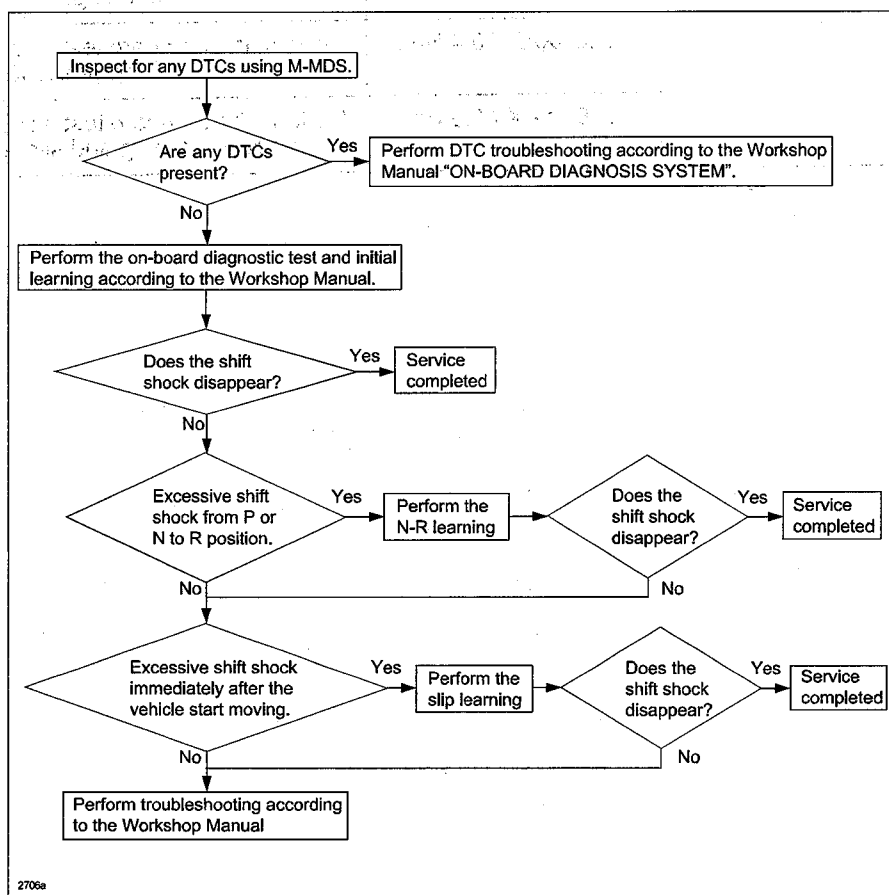
**NOTE:** It does not matter if the vehicle shifts from 2nd to 3rd, just as long as the shift from 1st to 2nd occurs.

3. Repeat step 2 three times, then do one more at 20%.

(\*1) For the following vehicles, perform Slip Learning after the ATF temperature reaches 80°C (176°F) or over.

| From              |               | To                |                   |
|-------------------|---------------|-------------------|-------------------|
| VIN               | Date          | VIN               | Date              |
| JM1BL**7***500001 | July 25, 2011 | JM1BL**7***616911 | February 21, 2012 |
| JM1BL**8***500001 |               | JM1BL**8***616911 |                   |

### Diagnosis Flowchart



## WARRANTY INFORMATION

### NOTE:

- This warranty information applies only to verified customer complaints on vehicles eligible for warranty repair.
- This repair will be covered under Mazda's Powertrain Limited Warranty
- Additional diagnostic time cannot be claimed for this repair.

|                                 |                     |  |
|---------------------------------|---------------------|--|
| Warranty Type                   | A                   |  |
| Symptom Code                    | 26                  |  |
| Damage Code                     | 9H                  |  |
| Part Number Main Cause          | FZ21-21-100E        |  |
| Quantity                        | 0                   |  |
| Operation Number / Labor Hours: | XXH6AXAX / 0.3 Hrs. | Perform the on-board test and initial learning.                                  |
|                                 | XXH6BXAX / 0.4 Hrs. | Perform the on-board test, initial learning, and N-R learning or slip learning.  |
|                                 | XXH6CXAX / 0.5 Hrs. | Perform the on-board test, initial learning, and N-R learning and slip learning. |